

## Code Enforcement Officer Exam Information

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Promissor does not discriminate on the basis of age, sex, race, creed, disabling condition, religion, national origin, or any other protected characteristics

## Communications

### Contact Promissor to:

- Obtain information about the examination administration that cannot be found in this handbook
- Make an EXPro reservation for testing
- Cancel or change an EXPro examination reservation

### Promissor/Code Enforcement Officer Examination

PO Box 8588  
Philadelphia, PA 19101-8588  
1-(800) 470-8753

### For best results:

- Customer Care phone reservation lines are open Monday through Friday, 7:00 a.m. to 10:00 p.m. (Central Time), Saturday 7:00 a.m. to 4:00 p.m., and Sunday 9:00 a.m. to 3:00 p.m.. See *Exam Registration on page 4*
- Whenever possible, call between Tuesday and Thursday or on weekends. These days are not as busy and afford you a better opportunity to speak with a Customer Care Associate about your concerns without delay.
- Have a pencil or pen available to record any additional information.
- Have your identification number ready, if you have one.
- Have a list of prepared questions.
- Have this handbook available for reference and clarification.
- Record the name of the Promissor Customer Care Associate with whom you speak.
- Consider faxing your EXPro examination reservation to Promissor. Use the fax reservation form found in the back of this handbook. You may fax twenty-four (24) hours a day, seven days a week.

### Telecommunications Devices for the Deaf

Promissor is equipped with TDD (Telecommunication Devices for the Deaf) to assist deaf and hearing-impaired candidates. TDD calling is available during all Customer Care hours. This telephone number is for use by candidates with compatible TDD equipment.

(800)274-2617 (TDD only)

## **Introduction**

### **Objective of the CEO Exam**

This handbook is designed to provide you with general information regarding the Code Enforcement Officers Registration Program (CEO) written examination process, as well as to provide an overview of the content areas on which you will be examined.

The purpose of the CEO examination is to help ensure public safety by reliably determining that Code Enforcement Officers are sufficiently knowledgeable to provide code enforcement services to the public. Each applicant for code enforcement officer registration who meets the educational requirements must successfully complete the written examination prior to the issuance of a registration.

Your state uses the services of Promissor, to administer and score the CEO examination. Promissor is one of the leading providers of assessment services to regulatory agencies and national associations and provides licensing and credentialing support services to associations, state agencies, the health profession, and private industry.

### **EXPro Testing System**

Your written examination will be administered on an electronic testing system called EXPro. The EXPro testing system eliminates the use of paper and pencil answer sheets. Examination questions and answers are presented on a touch-sensitive screen. A computer memory card records your responses and automatically times the examination. EXPro allows you to change your answers, skip questions, and mark questions for review. Knowledge of computers and typing is absolutely NOT required.

### **Establishing Passing Standards**

The Code Enforcement Officer Registration (CEO) examination measures the knowledge and skills required in practice, and represents a standard of performance that CEO subject matter experts agree is the minimum acceptable level for registration in the profession.

## Exam Registration

### Eligibility

Each state has established criteria governing who may take an examination. You must review the material distributed by your state agency to determine whether you meet eligibility requirements. In states where the regulatory agency determines your eligibility to take the examination, you will be sent a Letter of Approval from that agency. Once you have received approval to test from your state agency, you may call Promissor to schedule your EXPro examination reservation. Please note: This exam may not be taken prior to the completion of your training program.

### Exam Reservations

A Customer Care Associate will help you select a convenient examination date and location, provide specific instructions and directions, and answer any questions you may have.

Walk-in testing is not available. You may call Customer Care at 1-(800) 470-8753 to register for an examination.

Call Customer Care	
1-(800) 470-8753	
Monday – Friday	7 am – 10 pm
Saturday	7 am – 4 pm
Sunday	9 am – 3 pm

### Telephone Reservations

Have available the following information when you call to make an examination appointment:

1. Your full name, address, Social Security Number, daytime telephone number, and date of birth;
2. The examination date and location of the assessment center you desire;
3. The name of the examination(s) you will be taking; and
4. Your score report (if retaking an examination).

You will receive a Confirmation Number. Write this number down. You will need it to be admitted to the assessment center on examination day.

Confirmation #: \_\_\_\_\_

Exam Date: \_\_\_\_\_

Assessment Center Location: \_\_\_\_\_

Customer Care Associate: \_\_\_\_\_

You may make an appointment to test up to three (3) business days prior to the next available examination date. Reservations are made according to assessment center capacity and availability. Please refer to the chart below.

Call by:	To test on or after the following:
Monday	Thursday
Tuesday	Friday
Wednesday	Saturday
Thursday/Friday	Tuesday
Saturday/Sunday	Wednesday

### **Fax Reservations**

As an alternative, you may register by fax. Complete your reservation form and fax to Promissor at 1-(888) 204-6291, twenty-four (24) hours a day, seven (7) days a week. You must make a reservation at least four (4) business days before the examination date desired. A confirmation of this fax reservation will be returned to you within twenty-four (24) hours of receipt of your reservation request. Examination reservations may NOT be canceled or changed by fax.

### **Changing an Exam Reservation**

To change or cancel your reservation without monetary penalty, refer to the following chart. If you notify Promissor using these guidelines, the examination fee, and the fee from your first appointment will be applied to your new test date.

If you call Promissor Customer Care in fewer than the number of days outlined in the chart, you will be considered a “no-show” and will be responsible for payment of the fee for the scheduled test.

### **Absence Policy**

If on the day you are scheduled to test you are unable to attend your examination, you may be excused for the following reasons:

1. Illness—either yourself, or an immediate family member
2. Death in the immediate family
3. Disabling traffic accident
4. Court appearance or jury duty
5. Military duty

You must submit written verification and supporting documentation of the absence situation to Promissor within fourteen (14) days after the original examination date. Documentation for medical absences must have the original signature of the medical practitioner. Stamped signatures will not be accepted.

If you owe Promissor fees for a missed examination and you will not be taking an examination in the near future, send the payment to Promissor at the address listed on the inside front cover of this handbook. Include your name, Confirmation Number, Social Security Number, and date of absence on your money order.

### **Exam Fees**

Acceptable forms of payment include a certified check, cashier's check, and money order made payable to "Promissor" **Cash, personal checks, and credit cards will NOT be accepted.** A single payment that covers more than one person will not be accepted.

You are individually liable for the full amount of the examination fee once an appointment for an examination has been initiated. If you cannot test for any reason, or decide not to test, the appointment must either be changed or canceled according to the absence policy outlined on page 5.

You are responsible for knowing all regulations regarding fees and examination scheduling as presented in this handbook. There are no exceptions. Examination fees are non-refundable and non-transferable.

### **Special Services**

*You must be approved by your state for special accommodations before Promissor can agree to provide them to you. Promissor can provide an accommodation ONLY after it is informed by your state that you qualify for the accommodation. Therefore, it is best to first get approval for special accommodation from your state BEFORE calling Promissor for a testing date and time.* Auxiliary aids and services will not be authorized by any state if they would fundamentally alter the nature of the examination or if providing them would result in an undue burden for the state or Promissor.

Once you have been approved for special testing arrangements due to impaired sensory, manual, speaking skills, or another disability, you may mail or fax a written request to Promissor Test Center Operations. The special request fax line is (610) 617-9397. Your request should include verification of state authorization, your name, address, Social Security Number, examination date, location and time requested, and a description of special requirements. Your request must include supporting documentation from a physician (or other qualified professional) reflecting a diagnosis of your condition and an accompanying explanation for examination aids or modifications. Promissor will provide auxiliary aids and services, except where it may fundamentally alter the examination results, or result in an undue burden.

Promissor recommends that you request special services as early as possible due to the unique nature of each special request. Promissor will make a concerted effort to provide reasonable accommodations as permitted by state licensing agencies and individual assessment center capabilities.

If you have additional questions concerning ADA arrangements, you may call Promissor at (800) 274-3707 or fax (610) 617-9397. If you need to retest, and special arrangements were used for the prior examination, please notify Promissor at the time you schedule your testing session.

Promissor complies with the provisions of the Americans with Disabilities Act (42 USC Section 12101 et seq.) and Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et seq.), in accommodating disabled candidates who need special arrangements to take an examination.

### **Non-Saturday Testing**

In the event that an examination is offered only on Saturdays, candidates who cannot take the examination for religious reasons may request a Non-Saturday test administration. Such a request must be put in writing on official stationery by your religious advisor and sent to your state regulatory agency. The agency will notify Promissor of your request. You must be

approved for Non-Saturday testing by your state regulatory agency before Promissor can schedule you for a test session.

## **Exam Day**

### **Reporting Time**

Examination sessions are scheduled for 8:00 am and 1:00 pm. Your specific reporting time will be given to you when you make your examination reservation. Please allow yourself sufficient time to find the assessment center. Make sure you have all necessary documentation before you report for registration. We recommend that you report to the assessment center thirty (30) minutes before the beginning of the scheduled examination session for registration.

### **What to Bring**

When registering at the assessment center, the candidates taking the CEO examination will be required to have the following items:

1. Two (2) forms of identification, one of which is photo-bearing;
2. Confirmation Number;
3. Correct fees; and
4. A letter of eligibility, if required by your state.

If you do not present all of the above items on examination day, you will be denied admission to the test.

### **When You Arrive**

When you arrive at the assessment center, report to the center manager. Present your Confirmation Number, identification, and any other required documents. The manager will review your documentation and take your photo for your score report.

The assessment center manager will assign you a seat and assist you with your EXPro unit. You will have an opportunity to go through a tutorial on the EXPro System. You may take as much as fifteen (15) minutes with this tutorial and the assessment center manager will answer any questions you may have about EXPro at this time. The time you spend on this tutorial will not reduce the time allotted for taking your examination. When you feel comfortable with EXPro, you may begin your examination. If you choose to begin your exam before the full 15-minute - period has elapsed, please be aware that other candidates may still be receiving assistance from the proctor. The timing of the examination begins the moment you look at the first question on your examination.

You will be given one and a half (1½) hours to take the examination. At the end of this time, EXPro will automatically turn off. You should alert the test center manager when you have completed your test by raising your hand. Official scoring of your examination will take place immediately. You will leave the assessment center with your official results in hand.

### **Lateness Policy**

If you arrive late for the examination, you will forfeit the test reservation. Persons excluded from testing because of lateness will be considered absent and will owe Promissor the full examination fee.

### **Cancellations and Delays**

Test administrations will be delayed or canceled only in emergencies. If severe weather or a natural disaster makes the center inaccessible or unsafe, the test administration may be canceled.

It is essential that you are notified of a cancellation or delayed start as early as possible. In the case of weather emergencies, local radio stations will announce updates regarding test delays and cancellations.

### **Assessment Center Regulations**

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures are observed at each assessment center:

- If you arrive late, after your examination appointment, you will not be admitted to the examination and you will be responsible for the examination fee.
- Calculators are permitted if they are: silent, hand-held, battery operated, non-printing, and without an alphabetic key pad. Solar calculators are not recommended because the lighting conditions required for EXPro are not sufficient to charge the calculator. Use of any other calculator is not permitted. Violation of this rule may result in dismissal from the examination. Calculator malfunctions are not grounds for challenging examination results or requesting additional examination time. Promissor will not provide calculators for the examination.
- Cellular phones, beepers, or any other electronic devices are not permitted during testing and there is no place for storage of personal belongings at the assessment center.
- Dictionaries, books, or reference materials are not permitted in the testing room and you are strongly urged not to bring such materials to the testing center. If you are found with these or any other aids such as watch alarms, listening devices, or recording or photographic devices during the testing, you will not be allowed to continue the examination.
- You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Promissor is not responsible for lost or misplaced items.
- No notes of any kind may be taken from the testing room.
- Scratch paper will be provided at the test center and will be collected at the end of your examination. For security reasons, only one piece of scratch paper will be given to you at a time. Please be aware that even if you have made memory-assisting notes on the first sheet, you will be required to hand in the first sheet in order to receive another blank sheet.
- You are not permitted to eat, drink, or smoke during the examination.
- You may leave the room during an examination with permission from the proctor, but you won't be allowed any extra time for the examination.
- If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing examination materials or notes from the examination room—you will be summarily dismissed from the examination and will be reported to your state regulatory agency. Decisions regarding disciplinary measures are the responsibility of your state licensing agency.
- No visitors, guests, pets, or children are allowed at the Promissor assessment center.
- Test centers are designed to be quiet and comfortable for candidates. Please be aware that since centers are located in office buildings in major cities, some occasional background noise may be present. It is your responsibility to report any unusual distractions to the proctor before you leave the site.

**Note:** The examination proctors are not familiar with the content of your examinations nor your state's registration requirements. It is your responsibility to determine what examination or parts of an examination you need to take. Examination proctors are instructed not to advise you on requirements for registration.

The entire question pool, each form of the examination and any materials used to administer the examination are copyrighted and the property of the Texas Department of Health.

### **Security**

The security and confidentiality of all examination materials and data are of utmost concern during every phase of development, program implementation, and storage. Examination security will be strictly enforced and any individual who has been determined to be in violation of security will be prosecuted. If you are found in violation of any security procedure, the following



actions may be taken: your results may be delayed; your examination materials may be voided; and/or your application for future examinations may be denied.

*You are not permitted to discuss the contents of the examination or remove examination materials from the testing sites at any time. All examinations and related materials are copyrighted by the Texas Department of Health. All examination materials are confidential. Any distribution of examination content materials through any form of reproduction or oral or written communication about the examination is strictly prohibited and punishable by law.*

## **Score Reporting**

### **Pass/Fail Notice**

You will receive notification of your pass/fail status upon completion of the examination.

Candidates who pass will be notified with the word “Pass.” Those who fail will be given an overall percentage score of the items they answered correctly. Failing candidates will also receive diagnostic information in each of the examination content areas. All candidates will be provided with the next step in the registration or examination process. Appointments for retesting are not made at the assessment center.

### **Re-Examination Procedures**

To make an appointment for re-examination, call Promissor’s Customer Care at the number listed on the inside front cover of this handbook. Have your failing score report available when you call. Follow the procedures outlined on page 4 for making an examination appointment. On the day of your re-examination, you must bring your failing score report and an Approval Letter from the state agency to be admitted to test.

### **Duplicate Score Reports**

You may request a duplicate of your score report by completing the appropriate form found in this handbook.

### **Candidate Feedback**

Your state and Promissor believe that each candidate’s opinion is important and welcome your feedback of the examination experience. At the end of the examination, you will be asked a series of questions on the EXPro testing unit regarding your experience with Promissor and with the testing process. These are optional items that are in NO way linked to the scoring of your exam. Additional opportunities for comments or feedback, both positive and negative, should be directed in writing to:

#### **Promissor/Code Enforcement Officer Examination**

PO Box 8588

Philadelphia, PA 19101-8588

## **How to Prepare for the Exam**

### **Exam Structure**

Each Code Enforcement Officer examination totals 55 questions and consists of 50 multiple-choice questions and 5 pretest questions.

Each question on the examination is in a four-option, multiple-choice format with one correct answer. Test scores are based on the number of questions answered correctly. Answers to each question should be considered carefully and the least likely ones eliminated. However, in the final analysis, it is better to answer every question than to leave a blank.

The pretest items are not counted in the scoring of the examination. They are distributed among the other scorable items and will be used for statistical purposes. Pretest items are similar to the

scorable items on the test and you will not know which items are scorable and which are not. You should therefore answer all examination questions.

### **Exam Content Areas**

- Zoning, Home Occupations, Signs, and Land Use Regulations
- Housing, Substandard Structure, and Building Codes
- Nuisance and Vehicle Regulations
- Legal Issues, Constitutional Areas, and Forms of Government

### **Sample Multiple-Choice Questions**

Multiple-choice questions that are in the four-option format require the examinee to select the best answer from the four choices provided.

### **Examples:**

1. Code Enforcement Officers in the state of Texas are:
  - A. licensed
  - \*B. registered
  - C. certified
  - D. permitted
  
2. As of September 1, 2002, code enforcement officers are required to obtain a minimum of \_\_\_\_\_ hours of continuing education within the 12 months preceding renewal of their registration.
  - A. 2
  - B. 4
  - \* C. 6
  - D. 8

\* = Correct Answer

## Texas Code Enforcement Officer Request for Duplicate Score Report

**DIRECTIONS:** You may use this form to request a duplicate score report. Please print or type all information on the back of this form. Be sure to give all information and include correct fee(s) or the request will be returned.

**FEE: \$10 for scores less than two years old.**

**\$25 for scores more than two years old.**

Please enclose **certified check or money order** made payable to “Promissor Processing Center.” Do not send cash. Write your Promissor ID# or Social Security Number on your payment.

**SEND TO: Texas Code Enforcement Officer  
Duplicate Score Request  
PO Box 8588  
Philadelphia, PA 19101-8588**

AMOUNT ENCLOSED:

\$ \_\_\_\_\_

**Please complete the following form with your current name and address. All information must be complete and accurate to ensure proper processing.**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Tel. \_\_\_\_\_

**If the above information at the time you were tested, please indicate original information:**

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Tel. \_\_\_\_\_  
\_\_\_\_\_

Date test take \_\_\_\_\_ mo/yr \_\_\_\_\_ State in which test was taken

I hereby authorize Promissor to send me a duplicate of my score report at the address above.

Your signature \_\_\_\_\_ Date \_\_\_\_\_

**Texas Code Enforcement Officer  
EXPro Fax Reservation Form**

\_-

\_\_\_\_\_  
**Last Name** **First Name** **M.I.**

\_\_\_\_\_  
**Street Address**

\_\_\_\_\_  
**City** **State** **Zip**  
( ) ( )

\_\_\_\_\_  
**Telephone (Daytime)** **Telephone (Evening)**  
( )

\_\_\_\_\_  
**Your Fax #**

\_\_\_\_\_  
**Social Security #** **Date of Birth**

\_\_\_\_\_  
**Today's Date/Time**

\_\_\_\_\_  
**Candidate's Signature: By virtue of my signature I verify I have been approved by the state to take the Code Enforcement Officer Registration Exam.**

**Assessment Center Code**

<b>Choice #1</b>	<b>Date</b> <input type="text"/> <input type="text"/> <b>AM</b> <input type="text"/> <input type="text"/> <b>PM</b>
<b>Choice #2</b>	<b>Date</b> <input type="text"/> <input type="text"/> <b>AM</b> <input type="text"/> <input type="text"/> <b>PM</b>

Choice #3	Date _____ <input type="text"/> AM <input type="text"/> PM
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A confirmation of this reservation will be sent to you within 24 hours of receipt of this Fax Reservation Form.

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**FOR PROMISSOR USE ONLY**

<b>Reservation Confirmed for:</b>	
Test Date _____	Time _____
Confirmation #	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Promissor Assessment Center location Code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

*Late arrivals will forfeit their reservations, will be considered absent, and will be responsible for the entire examination fee.*

Please refer to your Candidate Handbook for instructions on what to bring with you to the assessment center on your examination day. **Failure to present all of these items on examination day will result in your being denied admission to the test.** See the Promissor Change or Cancel Policy for guidelines on how to change or cancel an EXPro Reservation without penalty. *If you call later than the policy guidelines indicate, you will be responsible for the entire examination fee.*

***Promissor Fax # 1-(888) 204-6291***  
**Promissor Holiday Test Exceptions**

No testing will be conducted on the following holidays or holiday weekends:

New Year's Day  
Martin Luther King, Jr. Day  
President's Day  
Good Friday  
Easter Weekend  
Memorial Day

Independence Day  
Labor Day  
Thanksgiving Day/Weekend  
Christmas Eve  
Christmas Day  
New Year's Eve Day

**Texas Code Enforcement Officer  
Assessment Center Information Card**

<b>Code</b>	<b>Location</b>	<b>Schedule</b>
<b>4407</b>	<b>Arlington</b>	<b>Tuesday through Saturday</b>
<b>4421</b>	<b>Austin</b>	<b>Wednesday, Friday and Saturday</b>
<b>4412</b>	<b>Corpus Christi</b>	<b>2<sup>nd</sup> &amp; 4<sup>th</sup> Saturday</b>
<b>4402</b>	<b>El Paso</b>	<b>Friday and Saturday</b>
<b>4422</b>	<b>Houston</b>	<b>Tuesday through Saturday</b>
<b>4408</b>	<b>Lubbock</b>	<b>Saturday</b>
<b>4423</b>	<b>San Antonio</b>	<b>Saturday</b>

*Locations and schedules are subject to change.  
No testing on national holidays or holiday weekends.*

<b>Cancellations &amp; Delays</b>
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Test administrations will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the Assessment Center inaccessible or unsafe, the test administration may be canceled.

It is essential that candidates are notified of a cancellation or delay as early as possible. Listed below are the call letters and frequencies of local radio stations that will announce information regarding testing delays and cancellations.

<b>Test Center</b>	<b>Location</b>	<b>Call Letters</b>	<b>Frequency</b>
4421	Austin	KPEZ	102.3 AM
4412	Corpus Christi	KEYS	1440 AM
4402	El Paso	KROD	600 AM

4422	Houston	KTRH	740 AM
4408	Lubbock	KLLL	96.3 FM/1590 AM
4423	San Antonio	KTSA	550 AM

### Registration

Once you have received approval to test from the Texas Department of Health, you may call to make an examination reservation. To make a reservation for the Code Enforcement Officer Examination, call Promissor at 1-(800) 470-8753, Monday through Friday 7 a.m. – 10 p.m. (Central Time), Saturday 7 a.m. – 4 p.m., or Sunday 9 a.m. – 3 p.m. to schedule your examination reservation.

Record the Confirmation Number that the Customer Care Associate gives you. You will need this number to be admitted to the Assessment Center on examination day.

Confirmation Number \_\_\_\_\_

Exam Date \_\_\_\_\_

Assessment Center Location \_\_\_\_\_

Candidates are permitted to take the examination three (3) times. If a candidate fails the examination a third time, he/she must retake the Basic Code Enforcement Officer course. The candidate must reapply to the state for a letter of eligibility. Only after receiving the letter of eligibility may the candidate contact Promissor to make an examination reservation. Contact the CEO program for details.

### What to Bring

The testing fee must be made payable to “Promissor” in the form of a certified check, cashier’s check, or money order. **Cash or personal checks will NOT be accepted.** On the day of the examination, you must bring:

1. Your Confirmation Number;
2. Two (2) forms of signature-bearing identification (one must be photo-bearing);
3. Examination fee; and
4. Your eligibility letter from the Texas Department of Health, Code Enforcement Officer Registration Program.

**Texas Department Of Health**  
**Code Enforcement Officer Registration Program**  
 1100 West 49<sup>th</sup> Street  
 Austin, Texas 78756-3183  
 (512) 834-4512

